

Case Study

Scanning technology that saves over 20 hours a week of manual effort.





Meet the Security Expert

Cameron Exley

Head of Technology & Commercialisation

Syntrac Pty Ltd ("Syntrac") is a leading provider of property technology (PropTech) services, focused on operational technology (OT) for the commercial, retail, high-end residential, and industrial sectors. Their customers were expressing interest in understanding the assets they had in their environments because they wanted to proactively manage their asset life cycles.

Exley and his team knew they needed to find a solution to support this request. Recognizing the limitations of their existing manual-scanning approach for asset management, Exley and his team knew they needed a solution to support their customers' requests at scale.

Exley decided that bringing in a comprehensive cyber asset discovery and inventory solution would be a win-win for both Syntrac and their customers.



Company Size

35+ employees

Industry

IT Services & IT Consulting

Location

Sydney, New South Wales

Use Cases

- Cyber asset discovery
- Cyber asset inventory
- Scanning OT environments
- Security hygiene

Problem

Security minded

Syntric operates under four core tenets (reducing risk, lowering costs, improving sustainability, improving building occupant experience). Syntric's ultimate goal is to become the best MSP possible for OT environments.

UNDERSTANDING CUSTOMER NEEDS

Syntric's customers started to express interest in understanding the assets they had in their environments so that they could proactively manage their asset life cycles. Syntric knew they needed to find an outside solution to support this request because their existing manual-scanning approach to asset management was not scalable and required tinkering.

SAVING MONEY AND TIME

Syntric quickly realized that gaining the insight to proactively flag aged equipment (e.g. system headends, Programmable Logic Controllers, IIoT, etc.) would allow their customers to plan ahead and save money. Bringing in a comprehensive cyber asset discovery, inventory, and remediation solution would be a win-win for both Syntric and their customers.



Solutions

Gathering customer requirements

Before starting their solution research, Syntric took the time to speak directly with their customers to understand their current practices for cyber asset discovery, cyber asset inventory, and cyber asset hygiene. They wanted to understand what their customers' pain points were so they could find and offer the right solution to alleviate these challenges.

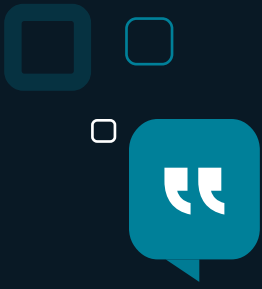
PARTNERING WITH RUNZERO

Exley's initial positive experience with runZero and opportunity to better serve their customers eventually led Syntric to become a runZero partner. To their surprise, becoming a partner has provided additional, unforeseen business benefits.



Some of our customers looked at other discovery tools, which were quadruple the price, if not more, than runZero, not to mention extremely complex and difficult to use.

"We were lucky that we stumbled across runZero. We started using it as an internal troubleshooting tool and instantly saw the value in the data. We've fallen in love with runZero and wouldn't have a reason to change it. It works, it's easy, we don't have to worry about it in regards to maintenance."



Our customers didn't realize it was possible to have a repository of information that goes and scans networks automatically. This translated into us becoming a runZero partner, because we've seen the ability for us to upsell and talk about strategic asset management at a much more granular level than what they're used to.

"A customer may not know how to log into the equipment. They need certain bits of information to get there, but they're not capable of collecting this information themselves and it's impossible to be skilled in every unique control platform. runZero shortcuts a lot of the discovery work, providing us with an image of the network and picking up many of the extremely uncommon ports we find in OT environments, even those that have been changed from the default. runZero figures them out and picks them up automatically."

NAVIGATING COMPLEX ENVIRONMENTS

Syntrix has benefited from runZero's unique ability to successfully navigate through their customers' complex OT environments.

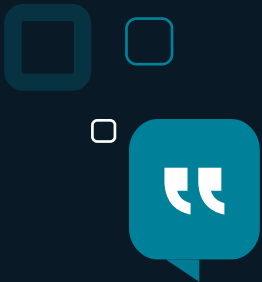
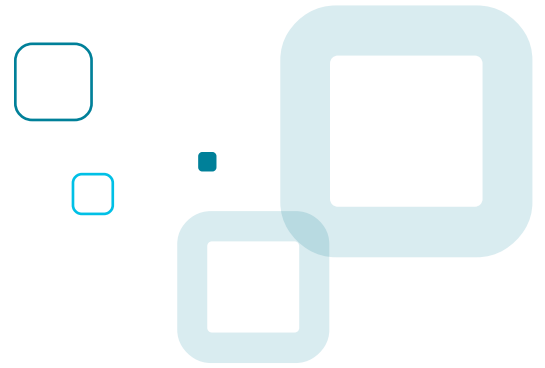
"runZero has enabled us to support our customers in keeping track of their environments, how they're working, and getting them back on board when they lose track."

VALUABLE INSIGHT

runZero also provides detailed insight into the assets on Syntrix's customers' networks, including uncommon data that other solutions don't typically recognize.

EMPOWERING USERS

With an in-depth understanding of the assets on their customers' networks, Syntrix has been enabled to provide their customers with actionable insights, which allow their customers to be more proactive in their cyber asset hygiene and overall cyber security.



runZero has helped us comb through customer environments and pick up the lurking issues. We start looking and find, 'Okay, we've got a bridge over here. We've got terrible topology. Half this network comes and goes depending on what time of day we scan it.'

"Those insights really help us as the people coming in to try and fix up the network. Our customers will explain, 'I know what's on my network now. I thought I needed to invest a whole lot more money in this asset. But actually, this other asset is obviously screaming higher priority because we can see it's still running a critical system like Windows XP (for example). I actually need to change my investment strategy.'"

Outcomes

Reduced manual efforts

Among the numerous benefits that Exley and his team appreciate, they particularly value runZero's enterprise-ready features.

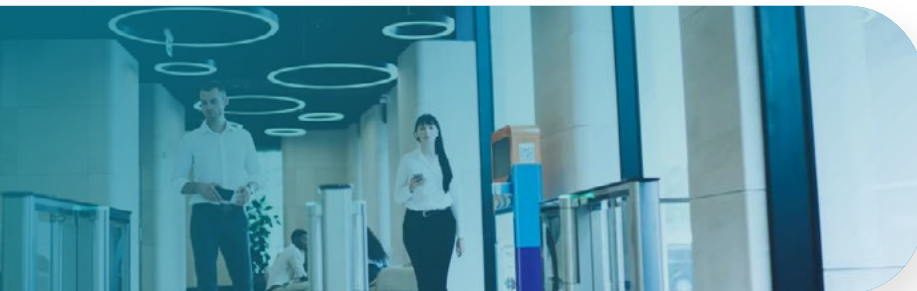
By leveraging runZero, they've eliminated much of the manual labor and configuration work that was previously necessary when conducting manual scans with their former tools. This has resulted in saving over 20 hours per week in manual effort—a truly valuable benefit, especially when supporting hundreds of customers.

“The engineers attaching to an environment to perform a manual process - that consumes time. runZero's deployment model allows us to constantly scan assets without tedious work building connectivity from an engineer's workstation to the site. runZero saves us about 20 hours a week pretty easily.”



The scheduled scans are a massive timesaver. If the runZero explorer is onsite, we'll do scans daily.

“If it's in the cloud, we'll do scans weekly. Some of the sites have poorly configured networks where they've got massive ranges and it can take upwards of three days to scan. The fact that we don't have to do that manually, sit there and baby the process, and we've instantly got the data when we need it is really important. It reduces hours' worth of effort into nothing.”



EFFICIENT, EFFECTIVE, EMPOWERED

Incorporating runZero into their workflow has empowered Exley and his team of 30 employees to operate more efficiently and effectively, which has helped Syntrix to keep overhead costs low by removing a manual and expensive process from their day-to-day operations.

“It’s probably helped us avoid bringing on one or two more people.”

COST REDUCTION

Leveraging runZero to support their customers has also helped their customers save money, because they don’t have to bring in outside auditors to understand their networks.

“It’s really helped our customers improve their asset technology. They can go to market and say, ‘We’ve got thirty Milestone servers at version X. We’ve got two Niagara AX servers we didn’t realize were still there.’ And they can bring it all together and give that package without having to pay an auditor to perform an expensive audit, which would only capture a single point in time. runZero always has a current register of the assets in the environment, as well as a history of what was in the environment.”



We’re a massive supporter. We’ve never had a problem with runZero, which is just unheard of nowadays.

“The fact that you have such an advanced product that does so much and doesn’t break is fantastic. I’ve never had to worry about it. It just works.”



Final Thoughts

Exley had a few parting words to sum up his experience so far with runZero:

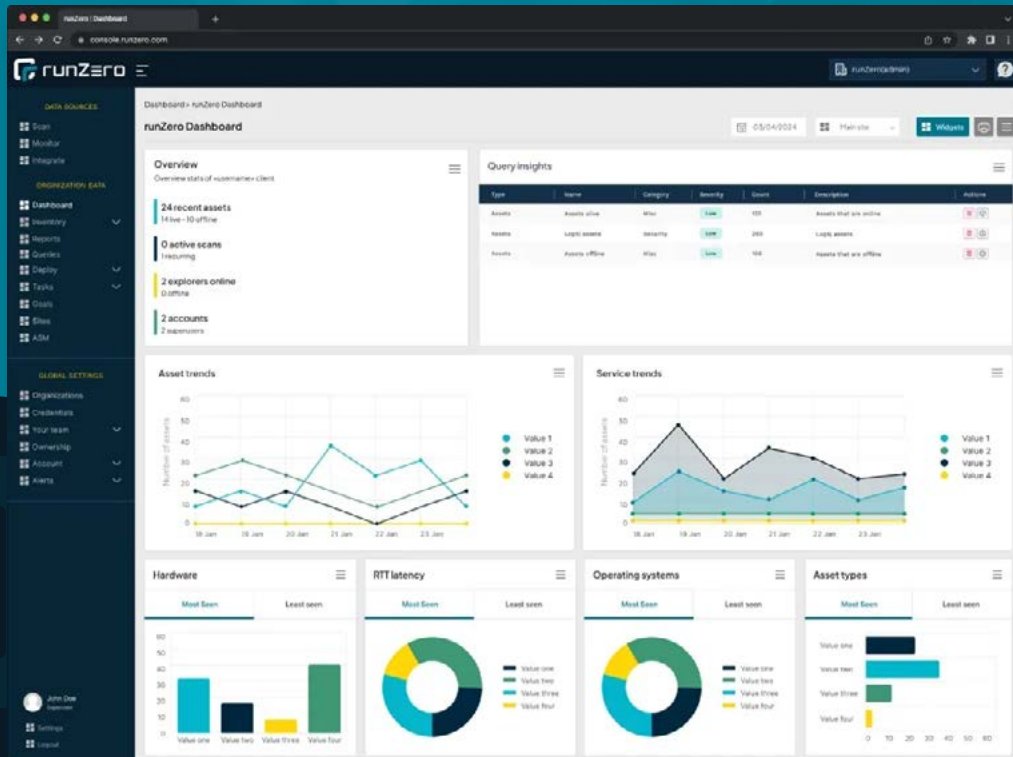


I love runZero because we can give our customers access to the instance. I love that we can chop it up like that. That's something a lot of tools we consume don't do. They don't seem to consider the MSP when they're being built. This means I don't have to have an engineer run reports. The customer can self-service.



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About runZero

runZero delivers the most complete security visibility possible, providing organizations the ultimate foundation for successfully managing exposures and compliance. Rated number one on Gartner Peer Insights, their leading cyber asset attack surface management (CAASM) platform starts delivering insights in literally minutes, with coverage for both managed and unmanaged devices across the full spectrum of IT, OT, IoT, cloud, mobile, and remote assets. With a world-class NPS score of 82, runZero has been trusted by more than 30,000 users to improve security visibility since the company was founded by industry veteran HD Moore. To discover the runZero Platform for yourself, [start a free trial](#) today or [visit the website](#).

**Reduce overall risk
by gaining visibility
into your network.**

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